INTERNATIONAL DATA SIM CARD
User Guide

GETTING STARTED

Ensure your Device is Unlocked

For this service to function your device must be unlocked. It's possible that your operator "locked" your device to prevent its use with other operators' SIM cards. If this is the case, please call your network operator and request an "unlock code". They should unlock the device but there may be conditions or a cost associated with this.

Insert the SIM card chip

1. Remove your existing SIM card chip and store it in a safe place.
2. Detach the International SIM card chip from its plastic holder. Keep the plastic holder in your purse or wallet because it has your phone number and PIN on it.
3. Carefully insert the SIM card chip into the metal bracket inside your device where your old SIM card was previously located.

QUICK START

Your service is ready to use.

Your Global phone number starts with +44. This number is printed on the SIM card holder.

When turning your phone on:
- Enter your **PIN** number.
- In the USA, Canada and Mexico enter **2** followed by your **PIN** number.

Your **PIN** number is 4 digits long and is printed on the SIM card holder.

Important: Please remember your PIN. Whenever you switch your device on, you will be asked to enter it. If you enter your PIN incorrectly 3 times your device will be blocked. You must then enter the PUK to unblock it. The PUK is a number printed on the SIM card, next to the PIN number.

RECHARGE ANYWHERE, ANYTIME!

Please note your device will be unable to access data if your credit falls below $5.

1. **Online**: To add credit to your service visit **www.rechargeminutes.com** sign in to your account using your phone number and PIN. A minimum recharge value of **$10** is required.
2. **Call 24/7 customer service**: Call customer service using a toll free number from a landline or payphone. Please refer to the Customer Service section in this sheet. A minimum recharge value of **$20** is required.

AUTO RECHARGE

Auto-Recharge automatically recharges your account with a minimum of $20 when your balance falls below $5. The automatic recharge is instantaneous and you receive a text message or an email when it occurs.

You will also receive a text message or email saying Auto-Recharge is either enabled or disabled. You can use your online account at anytime to enable or disable Auto-recharge, change your minimum balance or recharge amounts.

BILLING RECORDS

Records of your data usage and credit card charges are updated in real time in your online account. To access your call records, visit **www.rechargeminutes.com** and sign in with your phone number and PIN. From the top menu, select "My account" and then "Calling history" or "Billing history".

COVERAGE, RATES AND FEATURES

To find out information on coverage, rates and features applicable to your service visit **www.rechargeminutes.com** and sign in with your phone number and **PIN**. From the top menu, select "My account" and then "My service".

TROUBLE SHOOTING

Your device doesn't display a network:

1. If this is the first time you have used the service, check that your device is unlocked.
2. If you incorrectly enter your **PIN**, you will not pick up a network. Please turn your device off, then on again and re-enter your 4 digit **PIN** printed on the SIM card. In the USA, Canada and Mexico enter **2** followed by the **PIN**.
3. Check that you are in a location that has coverage. If you are in remote countryside or are underground, you may not have coverage.
4. If you think you should have coverage, you may need to change the network. Use your device's menu to view a list of networks, and change to a different network if one is available. You may need to refer to your device's manual for instructions.
5. For further assistance, please contact our Customer Service using the details listed below.

CONFIGURING YOUR DEVICE FOR PREPAID DATA

Prepaid Data is available in over 145 countries (see www.rechargeminutes.com for details) and allows you to access the internet, Instant Messaging and email.

For this service to function your device must be unlocked. To unlock the device there may be conditions or a cost associated with it. Check your device's user manual for more information.

Our prepaid data will not work in conjunction with a BlackBerry service.

Your device must be configured to work with our Prepaid Data service. Visit **www.rechargeminutes.com**, click on "Configure Data & MMS" and follow the prompts. If the automatic phone configuration process does not show your device, you will need to configure your device for data manually. This involves setting the Access Point Name (APN) to 'mobiledata'.

Please follow the instructions below to setup data for most Android devices:

Android – Select 'Settings', then 'Wireless and network', then select 'Mobile networks', then 'Access Point Names', then press or tap on the 'Menu' button and select 'New APN'. Enter the 'Name' as 'ekit' and 'APN' as 'mobiledata'. Press or tap the 'Menu' button and select 'Save'. Ensure 'ekit' is selected as the preferred APN.

If you have an **iPad**, please see the reverse of this sheet for detailed instructions.

CUSTOMER SERVICE

To speak to 24 hour, 7 day Customer Service, dial the access number for the country you are calling from.

United States	**1-888-513-8804**
Australia	**1800-795-252**
Belgium	**0800-49943***
Canada	**1888-513-8804**
Finland	**0800-112-010***
France	**0805-113-721***
Germany	**0800-000-6484**
Greece	**00800-127-115**
Ireland	**1800-932-275**
Italy	**800-987-324**
Netherlands	**08000-023-3597**
New Zealand	**0800-447-870**
Spain	**800-098-936**
Sweden	**0200-884-569**
Switzerland	**0800-561-062**
United Kingdom	**0800-376-2370**
United States	**1-888-513-8804**

*** Press 0# to speak to Customer service.**

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APPLE IPAD – DATA CONFIGURATION GUIDE

A step-by-step guide to configure your Apple iPad for data use with an ekit Micro SIM card.

1. You will need your iPad with iOS 5.0 or better installed.
2. Install the SIM card in your iPad.
3. Follow the instructions below.

Settings

- APN is mobiledata
- All other fields should be left blank

Data configuration

1. Turn off your iPad.
2. Remove the SIM tray from the side of the device.
3. Insert the ekit Micro SIM into the tray and slide the tray back into your iPad.
4. Turn your iPad back on.
5. Enter any security lock code, if set.
6. If your iPad currently has Cellular Data enabled, you will be prompted to unlock your SIM. (If your device does not prompt you to enter a PIN, please see the section below titled '**If your device is not enabled for Cellular Data**' before you continue following instructions)

Enter the PIN, ensuring you use the correct prefix+PIN (5 digits) for the country you are in and tap OK.

Further configurations

1. Once your iPad has unlocked the SIM, press the Home button to return to your home screen.
2. Tap the Settings icon, and on the left hand side tap 'Wi-Fi'. Ensure that Wi-Fi is set to OFF for the duration of this configuration (you can re-enable this later).

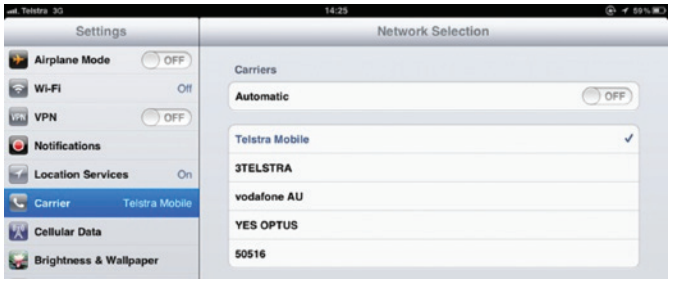
3. Once you have disabled Wi-Fi, select Cellular Data

4. Ensure that 'Data Roaming' is set to 'ON' and then tap 'APN Settings'.
5. Ensure the APN is set to mobiledata and then tap the 'Cellular Data' arrow at the top.

Selecting a network

Important information: Not all networks support data. Please visit www.ekit.com for a list of available countries and data networks.

1. Tap the 'Carrier' item on the left and ensure that 'Automatic' is set to 'OFF'.
2. Once you have set this, your iPad will start a search of available networks.
3. Select one of the available networks which support data
4. Check to see either 3G (3G), E (EDGE) or ° (GPRS) appear immediately to the right of the carrier in the top left.
5. If you do not see any of these icons repeat steps 1 – 4 selecting an alternative network.
6. Once you have connected to 3G, EDGE or GPRS, press the Home button and launch Safari.



You will now be connected to the ekit Data service.

Re-enabling WiFi

Once you have successfully connected to a Cellular Data service, you can re-enable your Wi-Fi if you wish. Note that if you are not connected to a Wi-Fi network, you will be charged at your normal data rate for the country you are in.

If your device is not configured for Cellular Data

If you are not prompted to enter a PIN with your ekit Micro SIM in your iPad, tap Settings, and then select Cellular Data. Ensure that on the right hand side, Cellular Data is set to ON. You will be prompted to enter your PIN. Enter the PIN, ensuring you use the correct prefix+PIN (5 digits) for the country you are in and tap OK.

Once you have completed this, you may continue the steps above.

Support Information

If you have any problems using your iPad with an ekit Micro SIM, please contact customer service via the details provided with your Micro SIM.

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Mobile Equipment; SIM Card; Telephone Number
You are responsible for your own end material (such as handsets, plug adaptors and chargers) and its proper configuration and installation, in compliance with any regulations and applicable instructions by ekit.com or the manufacturer. You are also responsible for all preparation to install the Service, such as preparing and inserting SIM cards (interface cards) and setting adequate protocols. You agree to follow all instructions to properly insert the SIM card into your mobile phone. You have no right to be assigned or keep a particular phone number. ekit.com has the right to cancel or change any phone number or other address element it may have assigned to you without compensation, if required for operational or technical reasons or as a result of government regulations or new partnerships. ekit.com does not provide mobile phone number or SIM card portability. Any and all rights attached to a phone number assigned by ekit.com to you remain vested in ekit.com. All SIM cards remain the property of ekit.com, which reserves the rights to alter and develop its content as well as claim its return.

GSM Network Coverage
ekit.com offers mobile phone and SIM card users a high degree of coverage via the GSM mobile network. Coverage depends on the network, technical and operational capabilities of the roaming partner. Gaps in coverage may nevertheless be encountered even in areas that are designated as covered, particularly inside buildings or remote areas. Lists and maps of coverage areas are available on the Site. ekit.com will update this information when additional service becomes available. ekit.com will make every effort to provide a high level of availability for its mobile network. However, ekit.com is unable to guarantee continuous, trouble-free operation of its mobile network or certain transmission times or capacities (SMS, for example). ekit.com reserves the right to service its mobile network at any time, which may result in temporary disruptions. No representations or guarantees are made with regard to availability, quality, operation or support for voice or data communication on third-party networks or with third-party lines.

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You agree to pay all charges for requested Services in US Dollars. For Services which require pre-payment, you agree to pre-pay for the Service by debiting your credit card the selected amount. The cost of the Service you use will be debited against the prepaid credit using the then current prices for the Service. In the event your charges exceed your pre-paid credit, you agree to pay any amounts owed to ekit.com within seven (7) days from ekit.com's request or ekit.com may immediately suspend the Services. You agree to pay for all charges associated with your account, whether or not the use of your PIN was authorized by you. The charges will be deemed to be correct if they accurately reflect the technical records created by a correctly programmed system. You can request an extract of the Service records in writing (by mail, fax or email) from Customer Service within forty-five (45) days after the disputed charge. ekit.com reserves the right to change the prices for the Services at any time. The current applicable prices, which are quoted in US Dollars, may be found on the Site or by calling Customer Service.

Off Network Usage
Any deliberate off network usage of the service (an attempt to circumvent the normal operation of the service in order to avoid paying for use) is prohibited. Any off network usage that is recorded will incur a separate surcharge (on top of standard rates):
- $3 per text message
- $3 per minute to make calls and receive calls
This surcharge may not be billed for to 60 days after actual usage.

Expiration and Service De-Activation
Mobile Phones and SIM Cards
Expiration is when the credit balance in your account is set to zero and the ability to use the service to make or receive calls or text messages is de-activated.
The initial included credit balance expires two (2) months after initial use if you have not added additional credit to the account at the time of purchase or after purchase. Any credit balance in your account will expire if you have not made a charged call or sent a charged text message using your account for a period of six (6) months.
The full credit balance (including any remaining initial included call credit) will be automatically re-instated if you recharge your account via Customer Service within fifteen (15) months of last use, or purchase a new SIM card from Customer Service after fifteen (15) months.
Your US number remains active and will receive calls and text messages for up to two months after the last use of the service. If you use the service after this two month period you will automatically receive a new US number (it will be sent to you via text message). You can also pay a monthly fee to extend the life of your US number. Simply visit www.rechargeminutes.com, click on the 'Get Number' in the top menu, enter your number and PIN, and click on the 'Keep Number' button (in the Account status section).
Your Global (44) number is retained indefinitely as long as you recharge minutes at least once every 15 months.

Return/Refund Policy
Mobile Phones and SIM Cards
ekit.com offers a 100% money-back guarantee of the purchase price (excluding shipping and handling charges) on all mobile phones and SIM cards returned to ekit.com within seven (7) days of receipt. ekit.com will not pay for return shipping costs. All returned products must be returned in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the product in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. ekit.com will only accept product returns that are accompanied by a "return number" issued by Customer Service. Please make sure to include your return number in your package. If a mobile phone is returned in an incomplete, scratched or damaged condition, ekit.com reserves the right to refuse to refund the purchase price and the product will be returned to you. Return shipping and handling costs will be billed to your credit card.

Stolen, Lost or Damaged Mobile Phones and SIM Cards
ekit.com does not offer refunds for stolen, lost or damaged mobile phones or SIM cards. However, any remaining calling credit can be transferred if a new mobile phone or SIM card is purchased from ekit.com. Please contact Customer Service to arrange your calling credit transfer.

Used SIM Cards
ekit.com does not offer refunds for used SIM cards.

Repair Policy
Mobile Phones
All defective mobile phones sold by ekit.com must be reported by contacting Customer Service within the following warranty periods:
• New handsets: within six (6) months of purchase
Customer Service will then determine if further analysis needs to be performed on the mobile phone and will advise you if it is necessary to send the mobile phone in order to be analyzed and, if required, repaired. Mobile phones must be sent to the designated ekit.com location at your expense. You must return your mobile phone in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the mobile phone in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. If the mobile phone cannot be repaired within thirty (30) days from the date the manufacturer receives it from ekit.com, you may receive a replacement. ekit.com will only be responsible for providing adequate information to receive calls, make outgoing calls, send text messages (SMS), data and to add airtime. All repair and warranty inquiries will be answered when the information is available to ekit.com from its suppliers' service centers.

SIM Cards
All defective SIM cards sold by ekit.com must be reported by calling Customer Service within ninety (90) days of purchase. Customer Service will then determine if further analysis needs to be performed on the SIM card and will advise you if it is necessary to send the SIM card in order to be analyzed. The SIM card must be sent to the designated ekit.com location at your expense. You must return your SIM card in "like new" condition, with all original boxes and packing materials, components, manuals, blank warranty cards and other accessories provided by the manufacturer. You must repack the SIM card in its original packaging, along with all manuals, accessories and related materials, and place the packaged product in a protective outer box. If the SIM card cannot be repaired within thirty (30) days from the date the manufacturer receives it from ekit.com, you may receive a replacement. You authorize ekit.com to load data and software onto your SIM card as required.

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• use the Site or the Services in connection with chain letters, junk email, spamming, any duplicative or unsolicited messages (commercial or otherwise), or advertising of any kind;
• harvest or otherwise collect information about others, including email addresses, without their consent;
• create a false identity or forged email address or header, or otherwise attempt to mislead others as to the identity of the sender or the origin of a message;
• upload, post, transmit, distribute or otherwise publish through the Site or the Services unlawful, harassing, defamatory, abusive, threatening, harmful, vulgar, obscene, false, misleading, offensive or otherwise objectionable material;
• upload, post, transmit, distribute or otherwise publish any material that may infringe the intellectual property rights or other rights of third parties, including without limitation, trade marks or copyright;
• upload, post, transmit, distribute or otherwise publish any material that contains viruses, trojan horses, worms, time bombs, cancelbots, or any other harmful or deleterious programs;
• upload, post, transmit, distribute or otherwise publish a photograph of another person without that person's consent;
• solicit personal information from anyone under the age of 18;
• use the Site or the Services to violate any applicable law restricting the export or import of data, software or any other content;

• interfere with or disrupt networks connected to the Site or the Services or violate the regulations, policies or procedures of such networks;
• gain or attempt to gain unauthorized access to the Site or the Services, other accounts, computer systems or networks connected to the Site or the Services, through password mining or by any other means;
• interfere with another member's use and enjoyment of the Site or the Services or another entity's use and enjoyment of similar services;
• use the Site or the Services in any unethical manner or contrary to accepted community standards; or
• engage in or encourage conduct that would constitute a criminal offense or give rise to civil liability.

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You are solely responsible for the content of information and communications transmitted using the Site and the Services. You are responsible for all use of your mobile line, including use by third parties. In particular, you are responsible for the payment of all charges arising in connection with use of your mobile line including goods and services ordered or obtained via your mobile line. PIN/PIN2 and PUK/PUK2 codes and any other security codes that may be assigned should be stored carefully and separately from the mobile phone and the SIM card, and should not be disclosed to anyone. You must comply with all reasonable security procedures and standards with respect to the Service, including activating and periodically changing your PIN code. ekit.com may communicate security issues to you when abuse or misuse is observed or reported by others.

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• Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit ekit.com to locate the material;
• Information reasonably sufficient to permit ekit.com to contact the complaining party, such as an address, telephone number, and if available, an electronic mail address at which the complaining party may be contacted;
• A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
• A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

The notification should be sent to:

ekit.com, Inc.
27 Drydock Avenue, Fifth Floor
Boston, MA 02210 USA

ekit.com UK Ltd
Suite 4 Neals Corner
2 Bath Road
Hounslow
Middlesex TW3 3HJ, United Kingdom

Email: info@ekit.com

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Choice of Law; Forum

This agreement shall be governed by and in accordance with the laws of the State of California, without regard to conflicts of law provisions. Any controversy involving ekit.com arising from or in any way related to the Terms of Use or your use of the Site or the Services shall be heard in the appropriate State or Federal court in the City and County of Los Angeles, California and you irrevocably consent to the jurisdiction of such courts.

Notices

Except as explicitly stated otherwise, any notices shall be given by email to ekit.com at info@ekit.com or to you at the email address you provide to ekit.com. Notice shall be deemed given twenty four (24) hours after the email is sent, unless the sending party is notified that the email address is invalid.

General Provisions

If any provision of the Terms of Use is held to be invalid or unenforceable by a court of competent jurisdiction, then such provision shall be enforced to the maximum extent possible so as to effect the intent of the Terms of Use, and the remainder of the Terms of Use shall continue in full force and effect. The failure by either you or ekit.com to exercise or enforce any right or provision of the Terms of Use shall not constitute a waiver of such right or provision. A waiver is only effective in the specific instance and for the specific purpose for which it was given. You agree that any cause of action arising out of or related to the Site, the Services or the Terms of Use must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred. You cannot assign your rights under the Terms of Use without ekit.com's prior written approval. Except as expressly stated otherwise, the rights and remedies under these Terms of Use do not exclude any other right or remedy provided by law or in equity. The Terms of Use and all registration forms comprise the entire agreement between you and ekit.com and supersedes all prior agreements between the parties, regarding the subject matter contained herein. The Terms of Use have been executed in the English language, which language will be controlling. No translation, if any, of the Terms of Use into any other language will have any effect on the interpretation of the Terms of Use or in determining the intent of the parties. All provisions in the Terms of Use regarding representations and warranties, indemnification, disclaimers, and limitation of liability shall survive the termination of the Terms of Use.

June 2012